



# New Jersey Turnpike Authority

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April 16, 2015

TO ALL PROPOSERS:

RE: New Jersey Turnpike Authority  
Request for Proposal  
For NJ E-ZPass Customer Service Center (NJ E-ZPASS) Contractor

Revisions to Responses to Inquiries and Addendum No. 3

Dear Sir/Madam:

Below are the New Jersey Turnpike Authority's revisions to the Responses to Inquiries No. 11 and No. 12 dated March 20, 2015 with respect to the above-referenced Request for Proposal ("RFP").

Delete Responses No. 11 and No. 12 in its entirety and replace with the following:

#	RFP Section, Page # and Paragraph#	Proposer Question	Response
11	Statement of Work, Requirement 211, p. 45, Interface to Lockbox vs Requirement 3.4.20.5, p. 195, Notice of Violation Payments	Are contractors able to provide payment processing alternatives, meeting PCI and security requirements, outside of bank lockbox processors?	Not in response to this RFP. The Authority intends to issue a separate RFP at a later date for a commercial bank lockbox or similar services. Respondents to this RFP may respond to the future bank lockbox RFP separately and at that time may propose to provide an alternate solution to payment processing other than a bank lockbox, provided that the alternate solution provides equal or better functionality at the same or lower cost
12	Statement of Work, Requirement 211, p. 45, Interface to Lockbox vs Requirement 3.4.20.5, p. 195, Notice of Violation Payments	Is the Contractor responsible for lockbox processing?	No. The Contractor is responsible for interfacing with the Bank Lockbox Processor obtained by the Authority and processing violation payments transmitted by the Lockbox Processor. See Addendum No. 3

**PROPOSALS ARE DUE ON FRIDAY, MAY 29, 2015 at 4:30 P.M.**

April 16, 2015

ADDENDUM No. 3

REQUEST FOR PROPOSAL  
FOR  
NJ E-ZPASS CUSTOMER SERVICE CENTER (NJ E-ZPASS) CONTRACTOR

Respondents are hereby notified that the above-referenced Request for Proposal ("RFP") is amended as follows:

1. Exhibit 1 Scope of Work Section 3.3.10.17 Interface to Lockbox has been modified as follows:

This interface connects to the Authority Approved Bank Lockbox Processor for the exchange of payments and information related to customer payments.

2. Exhibit 1 Scope of Work Section 3.4.5 Payment Processing. The first paragraph has been modified as follows:

The NJ E-ZPass System shall accept payments through all commercially-available payment methods, including but not limited to: cash, check, money order, certified check, cashier's check, credit card, debit card, bank direct pay and ACH. Certain payment methods, such as cash, debit card, EMV chip integrated circuit card and mobile contactless NFC are accepted at customer service locations. The System also accepts payments, through agreements between either the Contractor or the Authority, as appropriate, from Retail Cash Payment Processor, lockbox vendor and Collection Agencies.

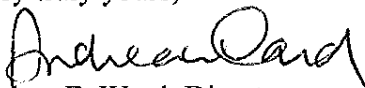
3. Exhibit 1 Scope of Work Section 3.4.20.5 Notice of Violation – Payments. The first paragraph has been modified as follows:

The Contractor shall utilize the lockbox services provided through an Approved Authority bank for processing violation payments, and it shall be the responsibility of the Contractor to interface with the lockbox service provider to meet the performance requirements of the Contract.

**Receipt of Addendum No. 3 must be acknowledged in writing with the submission of the Proposals. Failure to acknowledge receipt of this Addendum will be construed as acknowledgement.**

There are no other changes to the RFP.

Very truly yours,



Andrea E. Ward, Director  
Procurement and Materials Management